



STATE OF WASHINGTON  
MILITARY DEPARTMENT  
EMERGENCY MANAGEMENT DIVISION

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September 15, 2004

TO: 911 County Coordinators

FROM: Robert Oenning   
WA State E911 Administrator

SUBJECT: ***Annual Tracking Survey for Inappropriate 9-1-1 Calls***

It is time for the annual survey of PSAPs to determine the level of inappropriate 9-1-1 calls received in your county. This survey helps us target our public education program and provides documentation of the impact to the 911 program inappropriate calls cause. Past participation has formed the basis for an excellent tool to analyze 9-1-1 calling patterns. The E911 Advisory Committee's Public Education work group thanks you in advance for the work to compile the data.

Attached is a survey with instructions for tracking inappropriate 9-1-1 calls only. The survey with instruction sheet should be made available ***to each of your telecommunications to tally*** for the two-week period, ***October 10, 2004 through October 23, 2004***.

Each telecommunicator is asked to complete the survey only for INAPPROPRIATE 9-1-1 calls. Please ensure the statistics are compiled from all the telecommunicator surveys and enter that information on the form developed for the total count for the county, which has also been attached.

It would be appreciated if the totals can be forwarded to the ***attention of Penelope Cassidy by November 10, 2004***. Thank you for your assistance in this matter. These instructions and the survey will also be faxed and sent via e-mail to each of you. Please participate in this very important survey. For those counties that have any type of contract with our office, this will satisfy the contractual requirement to participate in the annual call taker survey. If you have questions, call Kurt Hardin at (253) 512-7014 or e-mail at [k.hardin@emd.wa.gov](mailto:k.hardin@emd.wa.gov).

Attachments (3)